

**Effective August 4, 2008, our new business hours are as follows:**

**Medicaid**

Monday - Thursday 7:00 A.M. to 6 P.M.

Friday C L O S E D

**Medicaid Non-Pharmacy Prior Authorization Unit**

Monday - Thursday 7:00 A.M. to 6 P.M.

Friday C L O S E D

**Medicaid Pharmacy Prior Authorization**

Monday - Friday 8:00 A.M. to 5 P.M.

NOTE: We are closed on all Federal and State holidays, except Columbus Day.

**Our Interactive Voice Response (IVR) system is available during the following hours:**

**Medicaid Customer Service**

|           |                   |                       |
|-----------|-------------------|-----------------------|
| Monday    | 7:00 A.M. - Noon  | 1:00 P.M. - 6:00 P.M. |
| Tuesday   | 7:00 A.M. - Noon  | 1:00 P.M. - 6:00 P.M. |
| Wednesday | 7:00 A.M. - Noon  | 1:00 P.M. - 6:00 P.M. |
| Thursday  | 11:00 A.M. - Noon | 1:00 P.M. - 6:00 P.M. |
| Friday    | C L O S E D       |                       |

**Medicaid Non-Pharmacy Prior Authorization**

|           |                  |                       |
|-----------|------------------|-----------------------|
| Monday    | 7:00 A.M. - Noon | 1:00 P.M. - 6:00 P.M. |
| Tuesday   | 7:00 A.M. - Noon | 1:00 P.M. - 6:00 P.M. |
| Wednesday | 7:00 A.M. - Noon | 1:00 P.M. - 6:00 P.M. |
| Thursday  | Not available    | 1:00 P.M. - 6:00 P.M. |
| Friday    | C L O S E D      |                       |

**Access Now**

|                   |                       |
|-------------------|-----------------------|
| Monday - Saturday | 6:00 A.M. - Midnight  |
| Sunday            | 12:00 Noon - Midnight |

**Medicaid Pharmacy Prior Authorization**

|           |                  |                       |
|-----------|------------------|-----------------------|
| Monday    | 8:00 A.M. - Noon | 1:00 P.M. - 5:00 P.M. |
| Tuesday   | 8:00 A.M. - Noon | 1:00 P.M. - 5:00 P.M. |
| Wednesday | 8:00 A.M. - Noon | 1:00 P.M. - 5:00 P.M. |
| Thursday  | Not available    | 1:00 P.M. - 5:00 P.M. |
| Friday    | 8:00 A.M. - Noon | 1:00 P.M. - 5:00 P.M. |